

Division of Developmental Services
Virginia Supports Intensity Scale® Administration
Quick Reference: Virginia SIS® Process Flow and Timeframes for Providers

Steps	Timing & Communication
1. Ascend uploads names of persons targeted for upcoming routine SIS® assessments to the online portal at Ascend website.	DBHDS Priority Groups are the focus as Ascend updates the Scheduling Portal currently. This includes those assessments due FY 16, Exceptional Rate Requests and New to Waiver.
2. CSB/Training Center Point Person: <ol style="list-style-type: none"> Logs into the portal and confirms the individual's CSB unique identifier, correct SSN and Medicaid numbers, ISP date Assigns each individual listed to the appropriate Support Coordinator/Case Manager (SC/CM). 	The Point Person should check their own and SC queues, a minimum of once a week, to enter new information or revise caseloads as needed. Method: web-based data entry.
3. SC/CM or Training Center Point Person: <ol style="list-style-type: none"> The SC/CM logs into the online portal and for each person assigned to their caseload identifies: <ol style="list-style-type: none"> Likely location for an interview; assist in reserving location as necessary. Contact information and address for individual and guardian At least two primary respondents for the SIS® interview and give contact information for each respondent Whether the individual receives Residential and/or Day services, and if so, at least one respondent from the Residential and Day service. If the individual does not receive Residential or Day services, then respondents will be identified for each service providing more than 5 hours of support to the person weekly. Any other accommodations or interpretation needs of the individual. When contacted by Ascend, the SC/CM will confirm the CSB/TC unique identifier, correct SSN and Medicaid number and ISP date. At the interview, the SC/CM or Training Center Point Person will: <ol style="list-style-type: none"> Confirm the information above is correctly reflected on the SIS® form. Inform the interviewer of the username to whom the SIS® report should be assigned. Without assignment to a SIS® username the SIS® report will be unavailable for viewing by the CSB or Training Center. 	The SC should check their queues, a minimum of once a week, to enter new information or request revisions to their caseloads as needed. Method: web-based data entry.
4. Ascend: <ol style="list-style-type: none"> Contacts the SC for at least 3 available dates and times to conduct the SIS® interview Contacts potential primary respondents to identify an interview date and time that is acceptable to the respondent set Confirms at least two primary respondents and the individual commit to attend 	Ascend finalizes scheduling at least two weeks before the interview date. Primarily accomplished through phone contacts

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<ul style="list-style-type: none"> d. Must invite the guardian e. After the interview time, date, location and all respondents are notified: <ul style="list-style-type: none"> i. Ascend arranges interpretation services as necessary. ii. Ascend issues reminders to required respondents 5-7 business days prior to the interview. 	<p>and by email as addresses are available.</p> <p>Reminders will be sent by email when an email address is available. Ascend issues to guardians, a written invitation to the interview via postal mail, when no email address is available.</p>
<p>Ascend conducts scheduled interviews.</p> <ul style="list-style-type: none"> a. DDS requires 48 hours' notice to Ascend for cancellation of confirmed participation in a scheduled SIS[®] assessment, except in the event of unsafe travel conditions, illness of the individual, or unpaid caregiver. b. DDS has determined that scheduled SIS[®] interviews will proceed as long as two primary respondents are available. When an individual receives residential services, a respondent from the residential provider who has known the individual well for at least three months MUST be in attendance. c. Active participation by individuals is strongly encouraged. The individual must meet with the interviewer; however the individual may choose his or her level of participation in the interview. d. All cancellations and non-attendance by provider staff will be reported to DDS. e. All respondents must sign the <i>Virginia Standard Operating Procedures Checklist for the SIS[®] Interview</i>. 	<p>Typically 120 to 54 days before the ISP end date.</p>
<p>After the interview, Ascend:</p> <ul style="list-style-type: none"> a. Interviewer finalizes scoring and comments. b. Ascend Quality Reviewers finalize SIS[®] in SIS[®] Online, making the SIS[®] Report available for the SC/CM or Training Center point person to print and distribute. 	<p>Within 7 business days of SIS[®]</p>
<p>SC/CM or the Training Center Point Person</p> <ul style="list-style-type: none"> a. Accesses the completed SIS[®] in SIS[®] Online, <ul style="list-style-type: none"> i. Distribute a copy of the Family Version to family members and a copy of the SIS[®] Long Form Report to providers that support the individual. ii. Save a copy of the SIS[®] Long Form Report to the individual record. iii. Download the signed <i>Respondent Information Form/SIS[®] Checklist</i>. Ensure a copy is saved as part of the individual's electronic service record. 	<p>Between 8 and 15 business days after the date of the SIS[®] interview</p>

Additional Provider Responsibilities

CSB/Training Center Responsibilities

1. Each CSB/Training Center is to appoint two SIS[®] Point Persons, a primary and a back-up. Notify DDS Regional SIS[®] Specialists and Ascend of changes in point person assignments (see contact information below).
2. ISP start and end dates and living situation **must be entered and kept current in IDOLS** on the individual's service/enrollment record page. ISP dates, along with living situations, in IDOLS will be used to trigger SIS[®] assessments.
3. CSB/Training Centers are responsible to ensure that point persons and SC/CMs comply with SIS[®] scheduling and participation processes.
4. CSBs are responsible to ensure that Residential and Day agencies with whom they contract comply with SIS[®] scheduling and participation requirements.

CSB/Training Center Point Person Responsibilities

1. Respond to request for information from Ascend in a timely manner.
2. As necessary, submit SIS[®] assessment requests for persons new to Waiver services, Exceptional Rate requests and SIS[®] status change reassessments to DDS Regional SIS[®] Specialists via secure email.
3. Assist Ascend to successfully coordinate SIS scheduling, should barriers to scheduling be identified.

SC/CM and Trainer Center Point Person Responsibilities

1. Ensure that individuals and families know about the SIS[®] assessment, how it will be used for supports planning and that a certified assessor from Ascend will lead the interview. At the meeting, the SC should facilitate introductions.
2. The SC is responsible for completion of the *Annual Risk Assessment* with the planning team at each annual ISP meeting and to share results with providers.

Ascend Responsibilities

1. Maintain master list of persons to be assessed and set assessment rotation.
2. Set rotation such that assessments typically occur between 120 days to 45 days prior to ISP end date as recorded in IDOLS. Initial year assessments may be set according to multiple criteria set forth by DDS.
3. Most interviews will be scheduled during typical work hours, though evenings and Saturday times can be scheduled to accommodate individuals' needs.
4. Interviewers will be identified by Ascend badges.

Virginia Department Of Developmental Services	
Contact Info	Contact About
www.dbhds.virginia.gov	General project information posted
Joan Bender, DDS Regional SIS Supervisor 804-774-4469, joan.bender@dbhds.virginia.gov	Questions concerning DDS SIS [®] procedures or requirements
DDS Regional Support Specialists Region 1: Ken Haines, 804-337-5709 kenneth.haines@dbhds.virginia.gov Region 2: Betty Vines, 804-221-9442 betty.vines@dbhds.virginia.gov Region 3: Jason Perkins, 804-221-2454 jason.perkins@dbhds.virginia.gov Region 4: Maureen Kennedy, 804-774-2276 maureen.kennedy@dbhds.virginia.gov Region 5: Brandy Martin, 804-221-2749 brandy.martin@dbhds.virginia.gov	<ul style="list-style-type: none"> • Requests for SIS[®] Assessment or Re-assessment • Requests for Removal of individuals from Ascend portal and SIS Online • Troubleshooting SIS[®] issues • Requests for provider and SC Respondent Training. • Requests for SIS[®] Admin or Superuser training
Cheri Stierer, Community Resource Manager and State SIS [®] Coordinator, cheri.stierer@dbhds.virginia.gov , 804-786-0803	Questions concerning the SIS [®] and DDS SIS [®] policies
Appeal request procedures, form and instructions available at: www.dbhds.virginia.gov under Waiver Services.	Appeals for the SIS [®]
Ascend Management Innovations	
Contact Info	Contact About
Ascend Main SIS [®] Scheduling Phone Number: 877-431-1388 x. 3465	Confirm scheduling
Ascend Scheduling Manager Phone Number: 877.431.1388 x.3236	After contacting the Regional Support Specialist for their area, changes in CSB/Training Center point person assignments or contact numbers
Ascend Manager of Interviewers Ascend Quality Division Phone Number: 877.431.1388 x.3334	Feedback, Commentary, Quality Concerns
vasis@ascendami.com	General inquiries about Ascend and the SIS [®] program in Virginia; issues or concerns
www.ascendami.com	General information about Ascend; SIS [®] resources